

## 2.4 Maintain SLAs and OLAs

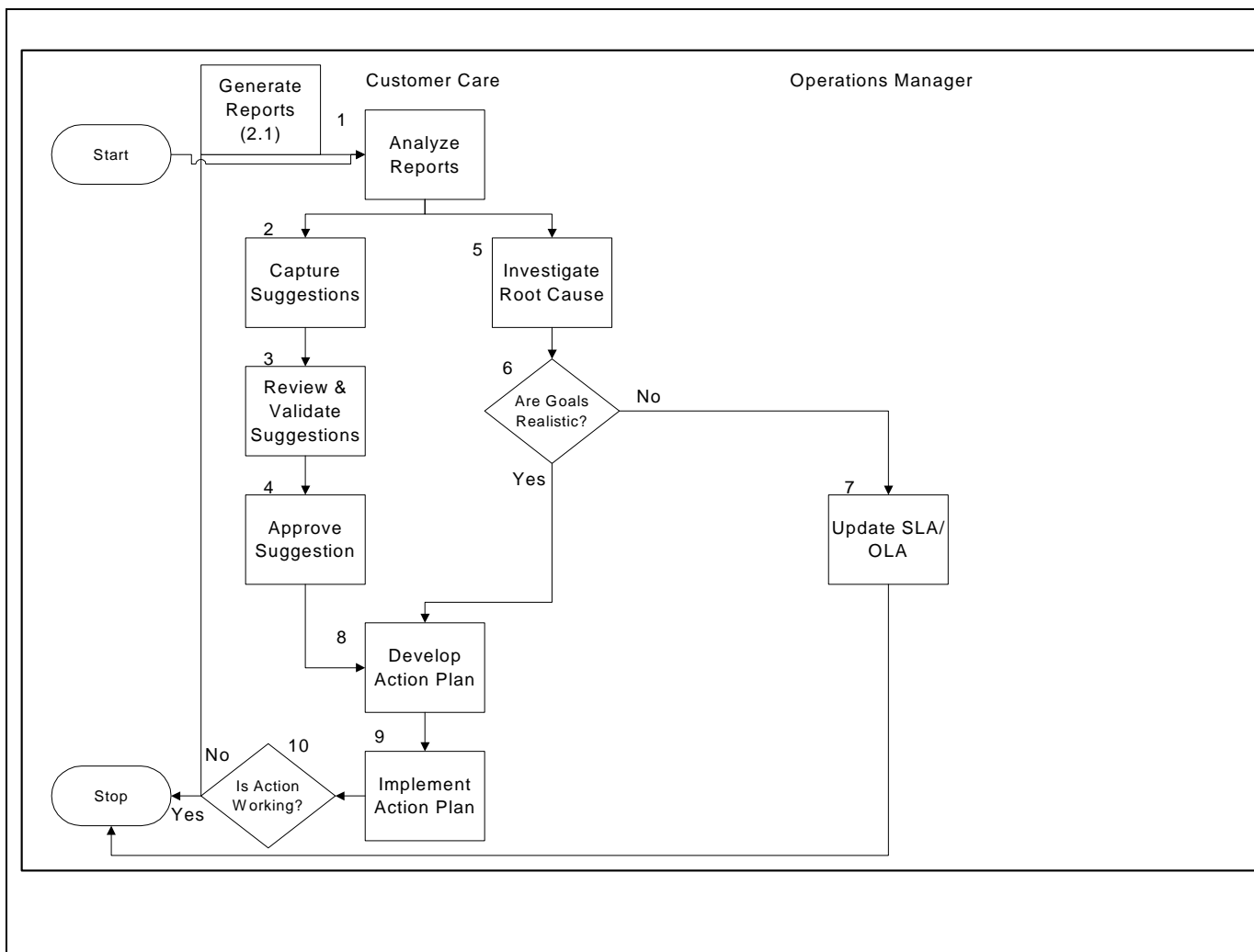
### Introduction

This process group ensures desired performance levels as outlined in the Service Level and Operating Level Agreements are continually met. It includes the steps required to redefine these agreements if necessary.

*\* Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

<b>Process Owner:</b>	<input type="checkbox"/> Application Manager
<b>Supplier(s):</b>	<input type="checkbox"/> Application Manager
<b>Customer(s):</b>	<input type="checkbox"/> Client Paul Stonner (external), Client Partner (internal)
<b>*Input(s):</b>	<input type="checkbox"/> Service Report, SLA, OLA
<b>*Entrance Criteria:</b>	<input type="checkbox"/> Service Report Completed and distributed
<b>*Output(s):</b>	<input type="checkbox"/> Implemented improvements and/or updated SLA/OLA
<b>*Exit Criteria:</b>	<input type="checkbox"/> Measured improvement of Service Levels
<b>Related Processes:</b>	<input type="checkbox"/> 2.1 Generate Reports <input type="checkbox"/> Improve Service & Productivity
<b>Related Documentation (Job Aids/ Procedures):</b>	<input type="checkbox"/> Service Level Agreements <input type="checkbox"/> Operating Level Agreements <input type="checkbox"/> Task Order <input type="checkbox"/> Job Aid: Improvement Suggestion Log <input type="checkbox"/> Job Aid: Action Plan Template
<b>Key Tools</b>	<input type="checkbox"/> CI spreadsheet

## Process Workflow Diagram



## Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Analyze Reports - Read and review all periodic reports to understand the current status of the supported application. Develop custom reports as necessary.	Customer Care	MS Excel	Understanding of areas for improvement, Probable root cause
2.	Capture Suggestions - Maintain a record of all improvement suggestions tracking the origin date and problem being addressed etc. Some sources of improvement suggestions might include employees, review meetings, client, web feedback form etc.	Customer Care	Excel, Improvement Suggestion Log	Updated improvement log.
3.	Review & Validate Suggestions - Review and group suggestions by the problem they are addressing and the business value that can be derived from implementing them. Eliminate suggestions that don't address a business problem. Prioritize.	Customer Care	N/A	Updated improvement log.
4.	Approve Suggestions - Review prioritized suggestions with application/operational leadership. Select suggestions that address the most impending business problems for implementation.	Customer Care	N/A	Updated improvement log.
5.	Investigate Root Cause - Attempt to uncover underlying reasons why performance is not being met in area of concern. Perform a detailed analysis of focusing on identifying the problem(s). Conduct interviews, generate custom reports, test hypothesis.	Customer Care	Excel	Identified root problems

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
6.	Update SLA/OLA – This process defines the steps to make changes to the formal agreements (SLAs & OLAs) that define the service provided by the Applications Management Team to SFA. Following this process ensures that each amendment is logged, signed, filed, and distributed to required personnel. AC Legal Services should review and approve the final wording where appropriate.	Operations Manager	Word	Updated SLA/OLA
7.	Are the Goals Realistic?	Customer Care	N/A	N/A
8.	Develop Action Plan – Define a detailed plan that addresses the problem. Review Plan with Operations and Application Managers.	Customer Care	Word, Action Plan Template	Action Plan
9.	Implement Action Plan – Carry out the steps of the action plan.	Customer Care	N/A	Change in operational processes and procedures, etc.
10.	Is Action Working?	Customer Care	N/A	N/A
Stop				

## 2.4.7 Update SLA/OLA

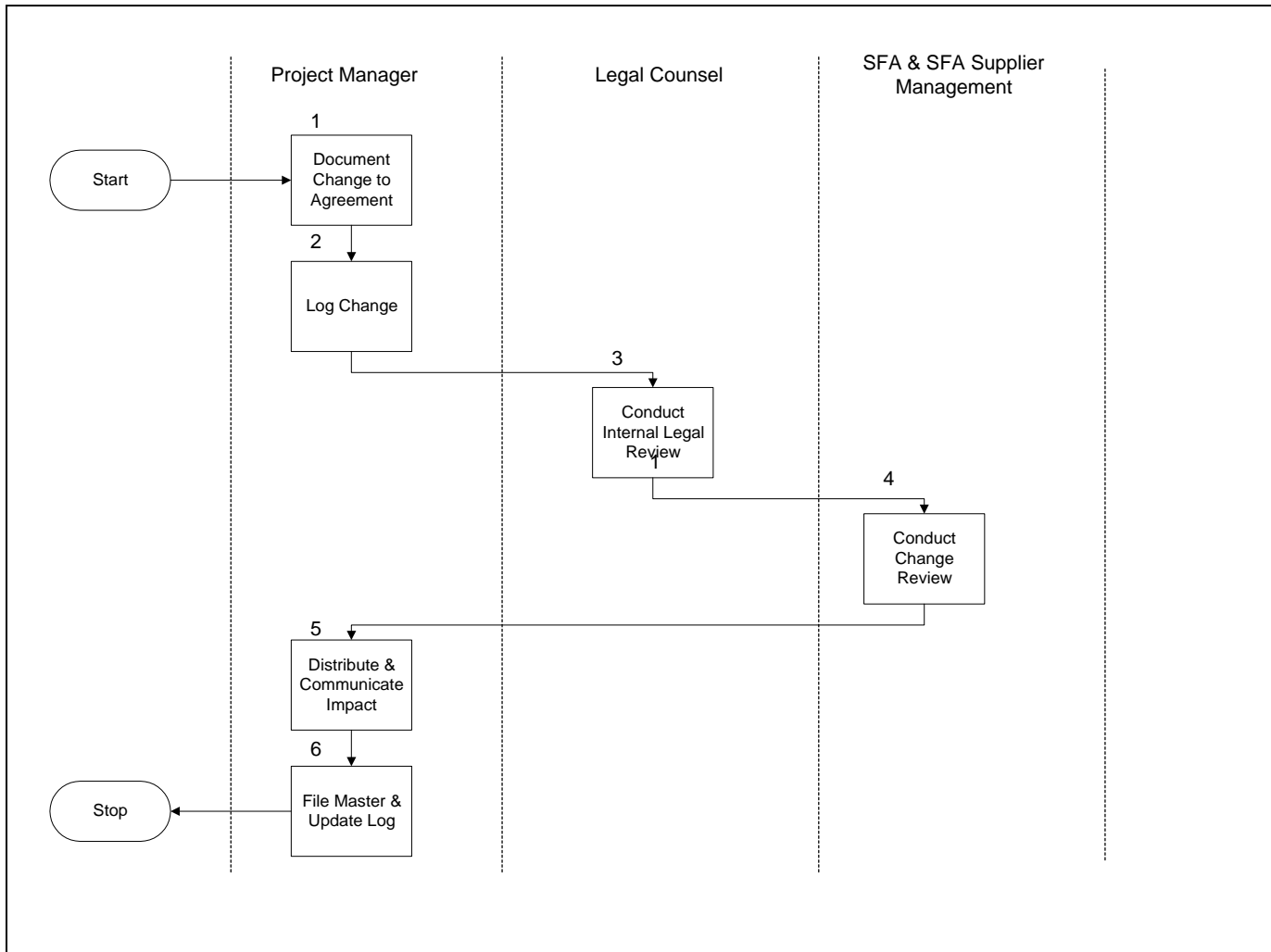
### Introduction

This process defines the steps to make changes to the formal agreements (Service Level Agreements - SLAs & Operating Level Agreements OLAs) that define the service provided by Applications Management Group. Following this process ensures that each amendment is logged, signed, filed, and distributed to required personnel. AC Legal Services should review and approve the final wording where appropriate.

*\* Tip: While reading through the following section please be aware that Inputs, Entrance Criteria, Outputs and Exit Criteria can either be required or not required. This level of detail will be included within the documented steps throughout the process.*

<b>Process Owner:</b>	<input type="checkbox"/> Application Manager
<b>Supplier(s):</b>	<input type="checkbox"/> Varied (Operations Manager, Client, Client Partner)
<b>Customer(s):</b>	<input type="checkbox"/> Client – Paul Stonner (external), Client Partner (internal)
<b>*Input(s):</b>	<input type="checkbox"/> Requested change to a formal agreement, Formal Agreement
<b>*Entrance Criteria:</b>	<input type="checkbox"/> Operations Manager has approved a request to change the formal agreement
<b>*Output(s):</b>	<input type="checkbox"/> Updated Formal Agreement
<b>*Exit Criteria:</b>	<input type="checkbox"/> AC Legal Services review (if applicable), the client and the client partner have approved all changes
<b>Related Processes:</b>	<input type="checkbox"/> Manage SLA/OLA
<b>Related Documentation (Job Aids/ Procedures):</b>	<input type="checkbox"/> Job Aid: SLA/OLA Change Log
<b>Key Tools</b>	<input type="checkbox"/> MS Word

## Process Workflow Diagram



## Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables/ Outcomes
Start				
1.	Document Change to Agreement – Create draft text that reflects the new wording and structure of the SLA/OLA.	Operations Manager		
2.	Log Change - A central tracking spreadsheet of all proposed SLA changes will be maintained. In this step, the proposed change is logged in the SLA/OLA Change Log .	Operations Manager	SLA/OLA Change Log	Updated SLA/OLA Change Log
3.	Conduct Internal Legal Review – Review desired changed with AC Legal Services (if applicable) or SFA Mod Partner PMO Legal Representative. Incorporate feedback.	Legal Services/PMO Legal Representative	N/A	Legal Approval
4.	Conduct Change Review – Conduct a review session with the Customer(s) to discuss and approve changes. Discuss implications, implementation strategy and timing of change. If major changes are request return to step 1.	Operations Manager	N/A	SFA Approval of Changes Updated SLA/OLA
5.	Distribute & Communicate Impact – Identify those impacted by the change and communicate implications to each individual.	Operations Manager	Communications Plan	Communications Messages
6.	File Master & Update SLA/OLA Change Log	Operations Manager		Updated SLA/OLA Change Log
Stop				

## Revision Log

This log should be updated after each new version as a means of tracking the changes that have been made to the document. Relevant information includes: date of revision, name of person making the revision, and a short description of the changes.

Created By: Brett Polloway  
Updated By: Brett PollowayCreated On: 08/22/00  
Updated On: 08/02/04Version: 1.1  
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Version	Revised By	Description of Changes